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Approved for use through 10/31/2002. OMB 0651-0031
U.S. Patent and Trademark Office: U.S. DEPARTMENT OF COMMERCE

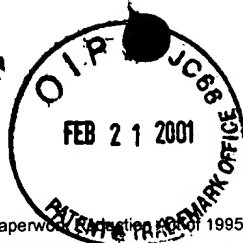
| | | | |
|---|----------------------|------------------------|------------|
| TRANSMITTAL FORM (to be used for all correspondence after initial filing) | Application Number | 09/694,714 | |
| | Filing Date | October 23, 2000 | |
| | First Named Inventor | C. Philip Vassar | |
| | Group Art Unit | 2642 | |
| | Examiner Name | Not yet assigned | |
| Total Number of Pages in This Submission | 12 | Attorney Docket Number | 51000.P022 |

| ENCLOSURES (check all that apply) | | |
|---|---|--|
| <input checked="" type="checkbox"/> Fee Transmittal Form | <input type="checkbox"/> Assignment Papers (for an Application) | <input type="checkbox"/> After Allowance Communication to Group |
| <input checked="" type="checkbox"/> Fee Attached | <input type="checkbox"/> Drawing(s) | <input type="checkbox"/> Appeal Communication to Board of Appeals and Interferences |
| <input type="checkbox"/> Amendment / Reply | <input type="checkbox"/> Licensing-related Papers | <input type="checkbox"/> Appeal Communication to Group (Appeal Notice, Brief, Reply Brief) |
| <input type="checkbox"/> After Final | <input type="checkbox"/> Petition | <input type="checkbox"/> Proprietary Information |
| <input type="checkbox"/> Affidavits/declaration(s) | <input type="checkbox"/> Petition to Convert to a Provisional Application | <input type="checkbox"/> Status Letter |
| <input type="checkbox"/> Extension of Time Request | <input type="checkbox"/> Power of Attorney, Revocation Change of Correspondence Address | <input checked="" type="checkbox"/> Other Enclosure(s) (please identify below): |
| <input type="checkbox"/> Express Abandonment Request | <input type="checkbox"/> Terminal Disclaimer | 1. Return Receipt Postcard |
| <input type="checkbox"/> Information Disclosure Statement | <input type="checkbox"/> Request for Refund | 2. Decl/POA (4 pages signed) |
| <input type="checkbox"/> Certified Copy of Priority Documents(s) | <input type="checkbox"/> CD, Number of CD(s) _____ | 3. Check #1407 for \$1182.00 |
| <input type="checkbox"/> Response to Missing Parts/Incomplete Application | Remarks | 4. Copy of Notice to File Missing Parts |
| <input checked="" type="checkbox"/> Response to Missing Parts under 37 CFR 1.52 or 1.53 | | |

| SIGNATURE OF APPLICANT, ATTORNEY, OR AGENT | |
|--|----------------------------|
| Firm or Individual name | COLUMBIA IP LAW GROUP, LLC |
| Signature | |
| Date | February 12, 2001 |

| CERTIFICATE OF MAILING | |
|--|--------------------|
| I hereby certify that this correspondence is being deposited with the United States postal Service with sufficient postage as first class mail in an envelope addressed to: Commissioner for Patents, Washington, DC 20231 on this date: 2/12/01 | |
| Typed or printed name | Michelle J. Turner |
| Signature | |
| Date | 2/12/01 |

Burden Hour Statement: This form is estimated to take 0.2 hours to complete. Time will vary depending upon the needs of the individual case. Any comments on the amount of time you are required to complete this form should be sent to the Chief Information Officer, Patent and Trademark Office, Washington, DC 20231. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Assistant Commissioner for Patents, Washington, DC 20231.



PTO/SB/17 (11-00)
Approved for use through 10/31/2002. OMB 0651-0032
Patent and Trademark Office; U.S. DEPARTMENT OF COMMERCE

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FEE TRANSMITTAL for FY 2001

Patent fees are subject to annual revision.

TOTAL AMOUNT OF PAYMENT (\$ 1182.00)

Complete if Known

| | |
|----------------------|------------------|
| Application Number | 09/694,714 |
| Filing Date | October 23, 2000 |
| First Named Inventor | Vassar et al. |
| Examiner Name | Not yet assigned |
| Group Art Unit | 2642 |
| Attorney Docket No. | 51000.P022 |

METHOD OF PAYMENT

1. ☒ The Commissioner is hereby authorized to charge indicated fees and credit any overpayments to:

| | |
|------------------------|----------------------------|
| Deposit Account Number | 501569 |
| Deposit Account Name | Columbia IP Law Group, LLC |

- ☒ Charge Any Additional Fee Required Under 37 CFR 1.16 and 1.17
☐ Applicant claims small entity status. See 37 CFR 1.27

2. ☒ Payment Enclosed:

☒ Check ☐ Credit Card ☐ Money Order ☐ Other

FEE CALCULATION

1. BASIC FILING FEE

| Large Entity | Small Entity | Fee Code | Fee (\$) | Fee Code | Fee (\$) | Fee Description | Fee Paid |
|--------------|--------------|----------|----------|----------|----------|------------------------|-------------|
| 101 | 710 | 201 | 355 | | | Utility filing fee | 710.00 |
| 106 | 320 | 206 | 160 | | | Design filing fee | |
| 107 | 490 | 207 | 245 | | | Plant filing fee | |
| 108 | 710 | 208 | 355 | | | Reissue filing fee | |
| 114 | 150 | 214 | 75 | | | Provisional filing fee | |
| SUBTOTAL (1) | | | | | | | (\$ 710.00) |

2. EXTRA CLAIM FEES

| Total Claims | Extra Claims | Fee from below | Fee Paid |
|--------------------|--------------|----------------|----------------|
| 39 | -20**= 19 | X 18.00 | = 342.00 |
| Independent Claims | 3 | -3**= 0 | X 80.00 = 0.00 |
| Multiple Dependent | | | |

| Large Entity | Small Entity | Fee Code | Fee (\$) | Fee Code | Fee (\$) | Fee Description |
|--------------|--------------|----------|----------|----------|----------|--|
| 103 | 18 | 203 | 9 | | | Claims in Excess of 20 |
| 102 | 80 | 202 | 40 | | | Independent claims in excess of 3 |
| 104 | 270 | 204 | 135 | | | Multiple dependent claim, if not paid |
| 109 | 80 | 209 | 40 | | | ** Reissue independent claims over original patent |
| 110 | 18 | 210 | 9 | | | ** Reissue claims in excess of 20 and over original patent |

SUBTOTAL (2) (\$ 342.00)

**or number previously paid, if greater; For Reissues, see above

FEE CALCULATION (continued)

| Fee Code | Large Entity Fee (\$) | Fee Code | Small Entity Fee (\$) | Fee Description | Fee Paid |
|---------------------------|-----------------------|----------|-----------------------|--|----------|
| 105 | 130 | 205 | 65 | Surcharge - late filing fee or oath | 130.00 |
| 127 | 50 | 227 | 25 | Surcharge - late provisional filing fee or cover sheet | |
| 139 | 130 | 139 | 130 | Non-English specification | |
| 147 | 2,520 | 147 | 2,520 | For filing a request for <i>ex parte</i> reexamination | |
| 112 | 920* | 112 | 920* | Requesting publication of SIR prior to Examiner action | |
| 113 | 1,840* | 113 | 1,840* | Requesting publication of SIR after Examiner action | |
| 115 | 110 | 215 | 55 | Extension for reply within first month | |
| 116 | 390 | 216 | 195 | Extension for reply within second month | |
| 117 | 890 | 217 | 445 | Extension for reply within third month | |
| 118 | 1,390 | 218 | 695 | Extension for reply within fourth month | |
| 128 | 1,890 | 228 | 945 | Extension for reply within fifth month | |
| 119 | 310 | 219 | 155 | Notice of Appeal | |
| 120 | 310 | 220 | 155 | Filing a brief in support of an appeal | |
| 121 | 270 | 221 | 135 | Request for oral hearing | |
| 138 | 1,510 | 138 | 1,510 | Petition to institute a public use proceeding | |
| 140 | 110 | 240 | 55 | Petition to revive - unavoidable | |
| 141 | 1,240 | 241 | 620 | Petition to revive - unintentional | |
| 142 | 1,240 | 242 | 620 | Utility issue fee (or reissue) | |
| 143 | 440 | 243 | 220 | Design issue fee | |
| 144 | 600 | 244 | 300 | Plant issue fee | |
| 122 | 130 | 122 | 130 | Petitions to the Commissioner | |
| 123 | 130 | 123 | 130 | Petitions related to provisional applications | |
| 126 | 180 | 126 | 180 | Submission of Information Disclosure Stmt | |
| 581 | 40 | 581 | 40 | Recording each patent assignment per property (times number of properties) | |
| 146 | 710 | 246 | 355 | Filing a submission after final rejection (37 CFR § 1.129(a)) | |
| 149 | 710 | 249 | 355 | For each additional invention to be examined (37 CFR § 1.129(b)) | |
| 179 | 710 | 279 | 355 | Request for Continued Examination (RCE) | |
| 169 | 900 | 169 | 900 | Request for expedited examination of a design application | |
| Other fee (specify) _____ | | | | | |

*Reduced by Basic Filing Fee Paid

SUBTOTAL (3) (\$ 130.00)

SUBMITTED BY

Complete (if applicable)

Name (Print/Type)

Jason K. Klindtworth

Registration No.
(Attorney/Agent)

47,211

Telephone

503-534-2800

Signature

Date

2/12/01

WARNING: Information on this form may become public. Credit card information should not be included on this form. Provide credit card information and authorization on PTO-2038

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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application for:

Vassar et al.

Application No.: 09/694,714

Filed: October 23, 2000

For: Method and Apparatus For A
Distributed Call Servicing
Community

Examiner: Not yet assigned

Art Group: 2642

CERTIFICATE OF MAILING

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail with sufficient postage in an envelope addressed Commissioner for Patents, Washington, DC 20231 on:

Date of Deposit: February 12, 2001

Name of Person Mailing: Michelle Turner

Signature: [Signature] Date: 2.12.01

Box MISSING PARTS
Commissioner for Patents
Washington, DC 20231

**RESPONSE TO NOTICE TO FILE MISSING PARTS
OF NONPROVISIONAL APPLICATION (FILING DATE GRANTED)**

Sir:

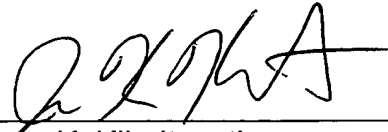
Enclosed for filing in the above-referenced patent application in response to the Notice to File Missing Parts of Nonprovisional Application dated December 11, 2000 are the following:

- (1) A check in the amount of \$1182.00 which includes the following:
 - a. \$130.00 in payment of the surcharge of 37 C.F.R. § 1.16(e);
 - b. \$710.00 for the basic statutory filing fee; and
 - c. \$342.00 for nineteen (19) claims in excess of twenty (20).
- (2) A duly executed Declaration and Power of Attorney; and
- (3) A copy of the Notice to File Missing Parts;

The Commissioner is hereby authorized to charge shortages or credit overpayments to Deposit Account No. 501569. A Fee Transmittal is enclosed in duplicate for fee processing purposes.

Respectfully submitted,
COLUMBIA IP LAW GROUP, LLC

Dated: 2/12, 2001



Jason K. Klindtworth
Registration No. 47,211

4900 SW Meadows Road, Suite 109
Lake Oswego, Oregon 97035
503-534-2800



#3

UNITED STATES PATENT AND TRADEMARK OFFICE

COMMISSIONER FOR PATENTS
UNITED STATES PATENT AND TRADEMARK OFFICE
WASHINGTON, D.C. 20231
www.uspto.gov

| APPLICATION NUMBER | FILING/RECEIPT DATE | FIRST NAMED APPLICANT | ATTORNEY DOCKET NUMBER |
|--------------------|---------------------|-----------------------|------------------------|
| 09/694,714 | 10/23/2000 | C. Philip Vassar | 51000.P022 |

000025943
COLUMBIA IP LAW GROUP, LLC
4900 SW MEADOWS ROAD, SUITE 109
LAKE OSWEGO, OR 97035

FORMALITIES LETTER



OC000000005611505

Date Mailed: 12/11/2000

NOTICE TO FILE MISSING PARTS OF NONPROVISIONAL APPLICATION

FILED UNDER 37 CFR 1.53(b)

Filing Date Granted

An application number and filing date have been accorded to this application. The item(s) indicated below, however, are missing. Applicant is given TWO MONTHS from the date of this Notice within which to file all required items and pay any fees required below to avoid abandonment. Extensions of time may be obtained by filing a petition accompanied by the extension fee under the provisions of 37 CFR 1.136(a).

- The statutory basic filing fee is missing.
Applicant must submit \$ 710 to complete the basic filing fee and/or file a small entity statement claiming such status (37 CFR 1.27).
- Total additional claim fee(s) for this application is \$342.
 - \$342 for 19 total claims over 20.
- The oath or declaration is unsigned.
- To avoid abandonment, a late filing fee or oath or declaration surcharge as set forth in 37 CFR 1.16(e) of \$130 for a non-small entity, must be submitted with the missing items identified in this letter.
- The balance due by applicant is \$ 1182.

*A copy of this notice **MUST** be returned with the reply.*

Customer Service Center
Initial Patent Examination Division (703) 308-1202

PART 2 - COPY TO BE RETURNED WITH RESPONSE

02/26/2001 KZWDIE 00000022 09694714
01 FC:101 710.00
02 FC:105 130.00
03 FC:103 342.00